



**North Carolina Department of Health and Human Services**  
**Division of Mental Health, Developmental Disabilities and Substance Abuse Services**  
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Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Michael Moseley, Director

**April 11, 2005**

**MEMORANDUM**

**To:** Legislative Oversight Committee Members  
Commission for MH/DD/SAS  
Consumer/Family Advisory Committee Chairs  
Advocacy Organizations and Groups  
North Carolina Association of County Commissioners  
County Managers  
County Board Chairs  
North Carolina Council of Community Programs  
State Facility Directors  
Area Program Directors  
Area Program Board Chairs  
DHHS Division Directors  
Provider Organizations  
MH/DD/SAS Professional Organizations and Groups  
MH/DD/SAS Stakeholder Organizations and Groups  
Other MH/DD/SAS Stakeholders

**From:** Mike Moseley



**Re: Communication Bulletin #036**  
Approved List of Organizations Who  
(a) May Accredite Providers of  
MH/DD/SA  
Services, and (b) May Accredite LMEs  
for Systems Management

The purpose of this Communication Bulletin is to provide an update on organizations which the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (Division) and the Division of Medical Assistance

(DMA) have agreed to recognize as (a) accrediting organizations for the provision of mental health, developmental disabilities and substance abuse services and (b) accrediting organizations of LMEs for systems management functions. In addition to the list of accrediting organizations, this Communication Bulletin also outlines an accreditation firewall for situations in which Local Management Entities (LME) concurrently provide services and perform systems management functions.

Attachments A and B to this Communication Bulletin include the organizations currently approved for the accreditation of services and LME systems management functions. We believe that we have established lists of national accrediting organizations that provide sufficient choice for the variety of LMEs and service providers that currently constitute our public mental health, developmental disabilities and substance abuse system.

## I. Accreditation of Services

The draft service definitions included in the package of mental health, developmental disabilities and substance abuse service titled "Division of Medical Assistance Clinical Policy No.: 8A, Attachment E, Rehab Options Service Definitions" are scheduled to go into effect July 1, 2005, and require that the agency which enrolls to provide that service must achieve national accreditation. As set forth in the respective service definitions, national accreditation must be achieved within three (3) years of enrollment as a provider. The list of national accrediting agencies approved by the Division and DMA to satisfy this requirement is included in this Communication Bulletin as Attachment A.

All accreditation reviews by these service accrediting agencies include reviews against standards for agency management, quality improvement and other administrative functions. In order to satisfy the requirements of the service definition, the accreditation must include standards which are applicable to the provision of the service for which the provider is enrolled.

Only the above referenced service definitions currently require national accreditation of the service provider in order to provide the service. However, national accreditation is consistent with the goals of system reform and helps provide assurances that providers of mental health, developmental disabilities and substance abuse services are striving to meet nationally researched and established standards. It is likely that other service definitions, which do not currently require national accreditation, will be modified in the future to require that providers attain national accreditation in order to continue to provide such services.

## II. Accreditation of LME for Systems Management Functions

Per the DHHS/LME Performance Contract, LMEs are required to become nationally accredited for systems management functions. Attachment B of this Communication Bulletin updates the list of currently approved LME systems management accrediting organization through the addition of the Council on Accreditation (COA) and the Utilization Review Accreditation Commission (URAC). This brings to five (5) the number of LME accrediting organizations which the Division and DMA have agreed to recognize.

### III. Accreditation Firewall for LMEs Which Also Provide Services

In order to help ensure a continuity of the firewall between LME systems management functions and services which an LME is approved by the Secretary of DHHS to provide, the Division and DMA have agreed to the following policy. If an LME, during its divestiture process, provides any of the services that require national accreditation, the Division and DMA will not recognize LME accreditation and accreditation of the LME as a service provider from the same accrediting agency. In other words, accreditation of an LME for systems management functions and accreditation of services provided by the same LME must be accredited by different accrediting organizations. This firewall, however, in no way impacts the ability of an accrediting organization to accredit an LME for systems management functions and for the same organization to accredit other public or private providers for the provision of services.

Should you have any questions regarding this Communication Bulletin, please contact Jim Jarrard, DMHDDSAS Accountability Team Leader, at 919-881-2446 or via e-mail at [Jim.Jarrard@ncmail.net](mailto:Jim.Jarrard@ncmail.net)

MM/MB/jj/ph

#### Attachments

cc:	Secretary Carmen Hooker Odom	Rob Lamme
	Jim Klingler	SCFAC Chair
	DMH/DD/SAS Executive Leadership Team	Kaye Holder
	DMH/DD/SAS Staff	Wayne Williams
	Richard Slipsky	Dick Oliver
	Carol Duncan Clayton	Patrice Roesler
	Coalition 2001 Chair	

## ATTACHMENT A

### CONTACT PERSONS

For

**Agencies Approved by DMH/DD/SAS and DMA to  
Accredit Providers of MH/DD/SA services**

Approved Accreditation Agencies For Service Provider Accreditation:

1. Council on Quality and Leadership (CQL)
2. Council on Accreditation (COA)
3. CARF – Originally Council on Accreditation of Rehabilitation Facilities, International (CARF)
4. Joint Commission for the Accreditation of Healthcare Organizations (JCAHO)

Agency	Agency Contact	Title	Mailing Address	Phone No.	FAX No.	E-Mail Address
<b>CQL</b>	Tammi Odom	Operations Coordinator	100 West Road, Suite 406, Towson, MD 21204	443-415-7563	443-583-0063	<a href="mailto:TOdom8151@aol.com">TOdom8151@aol.com</a>
<b>COA</b>	Tobi Harrington Murch	Provider Relations	120 Wall Street, 11th floor New York, NY 10005	212-797- 3000, ext 267	212-797-1428	<a href="mailto:Tmurch@coanet.org">Tmurch@coanet.org</a>
<b>CARF</b>	Alexandria Soto	(MH/SA) Resource Specialist, Behavioral Health Unit	CARF International 4891 East Grant Road Tucson, AZ 85712	888-281- 6531, ext 145	520-318-1129	<a href="mailto:asoto@carf.org">asoto@carf.org</a>
	Mike Hudson	(MR/DD) Resource Specialist, Employment and Community Services Unit	CARF International 4891 East Grant Road Tucson, AZ 85712	888-281-6531 ext. 171	520-318-1129	<a href="mailto:mhudson@carf.org">mhudson@carf.org</a>
<b>JCAHO</b>	Peggy Williams	Associate Director, Behavioral Health Program	One Renaissance Blvd. Oakbrook Terrace, IL 60181	630-792-5411	630-792-4790	<a href="mailto:pwilliams@jcaho.org">pwilliams@jcaho.org</a>
	Mary Cesare- Murphy	Executive Director, Behavioral Health Care Accreditation	One Renaissance Blvd. Oakbrook Terrace, IL 60181	630-792-5790	630-792-4790	<a href="mailto:mcesaremurphy@jcaho.org">mcesaremurphy@jcaho.org</a>

## ATTACHMENT B

### CONTACT PERSONS

For

**Agencies Approved by DMH/DD/SAS and DMA to  
Accredit Systems Management Functions of Local Management Entities (LMEs)**

Approved Accrediting Agencies for Local Management Entity (LME) Behavioral Health Management Functions:

1. National Committee for Quality Assurance (NCQA)
2. Utilization Review Accreditation Commission, now called URAC
3. Council on Accreditation (COA)
4. Council on Accreditation of Rehabilitation Facilities, International, now called CARF
5. Joint Commission for Accreditation of Healthcare Organizations (JCAHO)

Agency	Agency Contact	Standards	Mailing Address	Phone No.	FAX No.	E-Mail Address
NCQA	Jeannie L. Simpson: Manager, Customer Outreach	Behavioral Healthcare Management Organization	2000 L St. NW, Suite 500 Washington, DC 20036	202-955-5137	202-955-3599	<a href="mailto:simpson@ncqa.org">simpson@ncqa.org</a>
URAC	Kristin Goudreau: Business Development Department	Health Call Center plus Health Plan	1220 L St. NW, Suite 400 Washington, D.C. 20005	202-216-9010	202-216-9006	<a href="mailto:BusinessDevelopment@urac.org">BusinessDevelopment@urac.org</a>
COA	Allison Blake: Director, Public Accreditation & Government Relations	Network Standards	120 Wall Street, 11th floor New York, NY 10005	212-797-3000, ext.289, or 866-262-8088	212-797-1428	<a href="mailto:ablake@coanet.org">ablake@coanet.org</a>
CARF	Lisa Palmer: Account Manager, Behavioral Health Unit	Behavioral Healthcare Network Management	CARF International 4891 East Grant Road Tucson, AZ 85712	888-281-6531 ext. 129	520-318-1129	<a href="mailto:lpalmer@carf.org">lpalmer@carf.org</a>
JCAHO	Gina Zimmermann, Executive Director Network Accreditation	Behavioral Healthcare Management	One Renaissance Blvd. Oakbrook Terrace, IL 60181	630-792-5293	630-792-4790	<a href="mailto:gzimmermann@jcaho.org">gzimmermann@jcaho.org</a>